

Cafe Supervisor

Knead Community Cafe, The region's first "Pay what you can /Pay it forward Cafe" has a unique opening for a cafe supervisor. We are a Christian based, non profit cafe with the mission to bring people from all walks of life together- those who are food insecure and those who are not, serve them delicious and healthy foods and ultimately strengthen the community ties that bind us. Our team consists of a small paid staff and an amazing, diverse group of volunteers whom you will supervise.

The ideal candidate is a great communicator, has a love of people, experience within the food service industry and believes in the mission of the cafe. We look for someone who is a natural leader, an excellent manager of time and resources, with a fine eye for attention to details. This position is responsible for coordinating the front end operation of the restaurant which includes: volunteer and guest management, restaurant cleanliness, and exceptional food service. Reports directly to the general manager/ co-founders and works closely with the chef and kitchen team.

Key Duties and Responsibilities

- Ensures that Knead Community Cafe's mission is understood by all while providing outstanding cafe service. Resolves any guest issues that may arise in a courteous manner. Creates an environment of dignity and respect for all and fosters an atmosphere of positive morale.
- Assists with recruitment, training, and direction to volunteer and team members. Helps to coordinate the volunteer/ daily shift schedules to ensure adequate coverage during cafe operational hours and occasional special events. Assesses and assigns walk in volunteers with meaningful opportunities in exchange for a meal.
- Manages transactions and deposits during assigned shift and ensures adherence to Knead CC cash handling procedures.
- Performs any and all duties to ensure the smooth operation of the café and that consistent standards are adhered to. Assists in working all stations as necessary to ensure guest needs are met. Responsible for carrying out daily set up and break down of all cafe and facility operations. Assesses daily/ weekly environmental needs. Assists manager to order and maintains nonfood supply inventory. Verifies the accuracy of deliveries and restocking of items to designated space.

Education/Experience Requirements

Certification, degree or equivalent real-world experience in related fields. Candidates with experience in food or customer service industry are preferred. A minimum 1-2 year restaurant management and/or supervisory experience is required, with a proven ability to train and direct others.

Physical Requirements

Ability to maintain a standing position for extended periods of time, ability to move around the café to attend to needs of guests and staff and the capacity to bend, twist, lift, climb stairs and occasionally handle equipment, supplies and other objects weighing up to 35 lbs.

Other Qualifications/ Skills:

Basic knowledge of computer-data entry, social media and corresponding through email. Able to conduct oneself in a professional manner at all times. Reliable, trustworthy, and open to feedback and learning new ways of doing things. Valid drivers license and reliable transportation a must. Background check, references upon request.

This is a part time position approx 20-25 hours per week with occasional opportunities for additional hours. Hours are generally daytime Tues-Saturdays. Must be able to work at least 50% of Saturdays and some special events on evenings and weekends.

Pay rate is \$13/ hr

Please send a cover letter with resume to tell us why you would be a great asset to our team. To learn more about us, visit www.kneadcommunitycafe.org